

JOB DESCRIPTION

Job Title: Housekeeper

Reports to: Maintenance Supervisor

Location: Tapping House, Hillington, PE31 6BH

JOB SUMMARY

To carry out cleaning duties in all areas of the Hospice ensuring high standards of cleanliness and the provision of a safe environment for patients, staff and visitors.

KEY RESPONSIBILITIES

Cleaning

- To undertake cleaning duties as required by the Housekeeper to meet daily priorities or the regular cleaning schedule. This will include dusting, vacuuming, cleaning of the kitchen and toilet areas, mopping floors and emptying bins.
- To maintain high standards of Health, Safety and Hygiene, with particular regard for areas which are infection controlled, and to undertake training as required.
- To be sensitive to individual patient needs when cleaning rooms which are occupied and in communicating with the individuals.
- To ensure that all relevant COSHH and Infection Control regulations are adhered to at all times.
- To maintain confidentiality in respect of any information about hospice patients and their families.
- To follow hospice procedures for laundering items and for their subsequent storage and use.
- To ensure that cleaning equipment is used appropriately and maintained to a high standard.
- To prepare cleaning trolleys for the next shift, highlighting low stocks of materials where required.

General

- To uphold the Hospice's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

Information Security, Confidentiality, and Records Management:

- The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in

accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

PERSON SPECIFICATION

1	Qualifications	
	1.1	A good standard of general education
	1.2	Domestic Services NVQ/Cleaning related qualification (Desirable)
2	Skills	
	2.1	Previous Cleaning experience
	2.2	Experience of cleaning in a health care environment
	2.3	A knowledge of COSHH policies and meet deadlines
	2.4	Good interpersonal skills
	2.5	Flexible approach to tasks undertaken whilst ensuring compliance with organisation standards
	2.6	Good written and verbal communication skills
	2.7	Attention to detail
3	Experience	
	3.1	Experience of working in a team
	3.2	Working in a people-oriented role and relating to people at all levels
	3.3	Experience of working on own initiative
4	Values	
	4.1	An understanding and commitment to equal opportunities
	4.2	A commitment to professional updating and personal development
	4.3	An understanding of and commitment to patient confidentiality

	4.4	Willingness to learn new skills and undergo training and development related to the role
5	Other	
	5.1	Pleasant manner
	5.2	Kindness with patients and visitors to the Hospice
	5.3	Confidence to work with senior staff and supporters
	5.4	Able to work well in a team and collaboratively with staff and volunteers
	5.5	Attention to detail but flexible and resourceful
	5.6	Able to change shift times to cover holidays and sickness
	5.7	Physically fit to cope with the work and the layout of the buildings